

# Service Manual

## For

-IP	Voice over Internet Protocol	-ACH**	Handset cord length _____Inches
-M	Magnetic Hookswitch	-CCH	Coiled cord length _____Feet 5', 10', or 15'
-BK	Braille Keypad	-PBVC	Pushbutton volume control on Handset
-IVC	Internal Volume Control & Background Noise Reduction	-C	Background noise reduction on Handset
-ACH*	Handset Color _____ (Red, Yellow or White)	-BR	Braille emergency Plate



*Communication Equipment*  
*& Engineering Company*  
 519 S.W. Park Street  
 Okeechobee, FL 33313  
**Phone:** 863-357-0798  
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## **IMPORTANT INFORMATION FOR CUSTOMER**

Please fill in before you continue.

The following information is necessary when calling CEECO for assistance.

MODEL NUMBER	
SERIAL NUMBER	
DATE MANUFACTURED	
LOCATION INSTALLED	

For us to better serve you, please have this information available when calling for technical support.

### **CEECO**

*Communication Equipment  
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## **1.0 INTRODUCTION**

The practices in this manual provide installation and maintenance information for CEECO Telephone Model **SSW 321-F**, which is a mini Stainless Steel Wall Telephone.

*The information in this manual is subject to change without notification.  
For information not included in this manual, please call or write:*

### **CEEEO**

*Customer Service*

519 S.W. Park Street  
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## **2.0 GENERAL DESCRIPTION**

The CEEEO model SSW 321-F is a Mini Wall Telephone equipped with a metal button tone dial. Designed for wall mount and includes mounting backplate. The telephone is designed for special applications where a telephone must be both sturdy and attractive.

## **3.0 OPERATION**

Lift the handset. After dial tone is heard dial your number using the keypad. Normal phone operation follows.

## **4.0 RECOMMENDED TOOLS AND TEST EQUIPMENT**

Volt/Ohm Meter  
1/4" Nut Driver  
Flat Blade Screw Driver  
Security Tool CEEEO Part Number 301-037

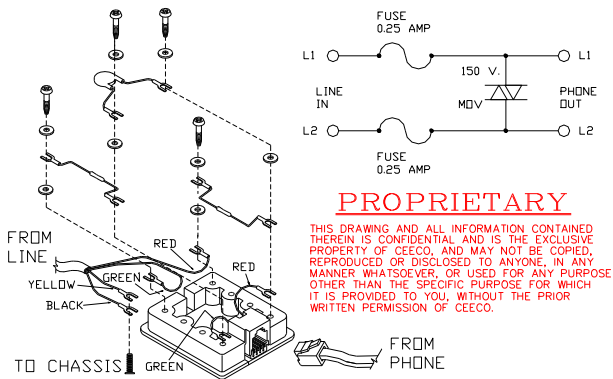
## 5.0 INSTALLATION NOTES & ASSEMBLY INSTRUCTIONS

- 5.1 Using a 301-037 security tool (sold separately) loosen and remove the security screw.
- 5.2 The security tool is for a standard 5/32" button head screw generally used on the framework of the phone booths.
- 5.3 Separate the cover assembly from the backplate assembly.
- 5.4 The backplate assembly may be installed on any standard backboard.
- 5.5 Run the inside station wire through the backplate assembly and terminate on the RJ11C modular jack on the backplate, as depicted on the following page. The CEECO-provided modular jack **must** be used, as it contains required over-voltage protection.
- 5.6 The use of a gas tube station protector is recommended. The station ground should not exceed 50 ohms.
- 5.7 Plug the modular line cord from the cover assembly into the RJ11C terminal block.
- 5.8 Dress the line cable away from the security screw and install the cover assembly by inserting the tabs into the slots on top of the backplate.
- 5.9 Secure the cover assembly by tightening the security screw.

**\*\*\*\*\*WARNING\*\*\*\*\***

- A. Never install telephone wiring during a lightning storm.**
- B. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.**
- C. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.**
- D. Use caution when installing or modifying telephone lines.**

## 5.10 Over-Voltage Protection Wiring Diagram



# 6.0 TESTING

1. Connect the phone to a phone line or a DTMF phone test set.
2. Lift the handset, dial tone is heard.
3. Dial a number. (The transmitter is muted while the phone is dialing.)
4. Normal phone conversation is allowed. Place the handset on hook.
5. Place a call into the phone.
6. Normal phone conversation is allowed.

## 7.0 TROUBLESHOOTING GUIDE

Always visually check the phone for loose or shorted wires, damaged terminals or damaged parts.

**PROBLEM:** NO DIAL TONE

**POSSIBLE CAUSE:**

LINE CORD  
RJ11C CONNECTOR  
NETWORK  
HANDSET  
DIAL PC BOARD

**PROBLEM:** DIAL TONE IS DISTORTED

**POSSIBLE CAUSE:**

NETWORK  
HANDSET  
DIAL PC BOARD

**PROBLEM:** TRANSMITTER DOES NOT TURN ON

**POSSIBLE CAUSE:**

HANDSET  
NETWORK  
DIAL PC BOARD

**PROBLEM:** PHONE DOES NOT DIAL

**POSSIBLE CAUSE:**

DIAL PC BOARD  
KEYPAD

**PROBLEM:** RINGER DOES NOT OPERATE

**POSSIBLE CAUSE:**

RINGER  
NETWORK

# 8.0 SPECIFICATIONS

<b>INPUT POWER:</b>	C.O. Line Powered
<b>LOOP CURRENT:</b>	23mA min to 80mA max
<b>IMPEDANCE:</b>	600 ohms
<b>SIGNALING:</b>	DTMF
<b>HEARING AID</b>	
<b>COMPATIBLE:</b>	Meets EIA standards
<b>ENVIRONMENTAL:</b>	Temp. -30°C (-22°F) to 60°C (140°F) Humidity 0%-90% non-condensating
<b>RINGER EQUIVALENCY:</b>	0.4A
<b>TYPE JACK:</b>	RJ11C
<b>TELEPHONE COVER:</b>	Brushed 16 ga. Stainless Steel
<b>DIMENSIONS:</b>	5" W x 10 3/4" H x 5 1/2" D (Handset on hook)
<b>MOUNTING:</b>	Vertical surface mount
<b>WEIGHT:</b>	7 lbs.
<b>FCC REGISTRATION:</b>	BW-88T7-13717-TE-T
<b>UL LISTED NO.:</b>	60F5



## 9.0 PARTS LIST

<b><u>QUANTITY</u></b>	<b><u>PART NUMBER</u></b>	<b><u>DESCRIPTION</u></b>
1	730-ANS	730 Metal Button Tone Dial
1	301-106-32-1	32" ACH Handset w/steel Lanyard and Swivel
1	401-009	Ringer
1	301-009	Network
1	301-528	Mechanical Hookswitch or
1	301-592	Magnetic Hookswitch
1	301-018	Modular Cord
1	321-015	Stainless Steel Backplate
1	321-016	1/4 - 20 x 3/4 Security Screw
1	301-052	Grommet
1	301-054	Modular Jack

### **ACCESSORIES:**

1	301-037	Security Tool
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### **OPTIONS:**

1	301-106-18-1	18" armored cord handset with lanyard and swivel
1	301-106-12-1	12" armored cord handset with lanyard and swivel
1	301-106-XX	Other Length Handsets "XX" denotes cord length
1	-IVC	Volume Control Push Button and background noise reduction

# 10.0 FCC NOTICE

## 10.1 FCC REGISTRATION AND REPAIR INFORMATION

Your new telephone has been registered with the Federal Communication Commission (FCC) in accordance with Part 68. The FCC requires that you be advised of certain requirements involving the use of this telephone.

## 10.2 CONNECTION WITH THE NATIONWIDE TELEPHONE NETWORK

The FCC requires that you connect this telephone to the Nationwide Telephone Network through a registered jack provided by the telephone company in your area. This jack is a modular outlet, which you can order from your local telephone company.

## 10.3 NOTIFICATION TO THE TELEPHONE COMPANY

Before connecting this telephone, the FCC requires that you notify your local telephone company business office. The number is in the front of your phone book.

Tell them:

The "line" to which you will connect the telephone (your phone number) and the telephone's FCC registration number and ringer equivalence number. These numbers are listed in section 8.0.

*The FCC further requires that you notify your local telephone company when permanently disconnecting this telephone.*

# 11.0 REPAIR AND RETURN INFORMATION

## 11.1 WARRANTY REPAIR

Any device returned requiring warranty service; repair or credit must be accompanied with a "Return Material Authorization" (RMA) Form. It must include: RMA Number, return shipping instructions, original purchase order number, serial number and special marking instructions. A tag with the trouble observed must be attached to the defective unit. This information must be inside the shipping container.

## 11.2 DIRECT ALL INQUIRES TO:

**CEECO**  
Repair Department  
519 S.W. Park Street  
Okeechobee, FL. 34972  
(863) 357-0798

## 11.3 NON-WARRANTY REPAIR

CEECO will repair equipment out of warranty for a set charge plus parts. The customer must pay the shipping costs both directions.

## 11.4 RETURN FOR CREDIT

Material may be returned for credit only with prior approval. Material authorized for return is subject to a 20% restocking charge based on the manufacturer's list price. Return Material Authorization must be requested within 30 days after original shipment. Items returned for credit must be returned in their original shipping container.

# 12.0 Warranty Policy

## 12.1 GENERAL

CEEEO guarantees its products to be free from defects in material and workmanship for a period of 365 days from the date of original purchase. CEEEO's obligation under this warranty is limited to repair or replacement of any part found to be defective by CEEEO.

UNDER NO CIRCUMSTANCES shall CEEEO be liable for loss, damage, cost of repair, or consequential damages of any kind, which have been caused by neglect, abuse or improper operation of equipment.

CEEEO will repair or replace any unit during this period if found to be defective for reasons other than abuse and improper use or improper installation. It is the buyer's responsibility to return the defective unit to the factory. CEEEO will then repair or replace any defective parts and return them to the buyer free of charge.

## 12.2 PRINTED CIRCUIT BOARDS

Printed circuit boards should not be repaired in the field. If a unit is found to be faulty, replace it with another unit and return the faulty unit to CEEEO for repair. Modifications by anyone other than CEEEO will void the warranty.

## Who we are:

CEECO has been engaged in the telecommunications industry for over 80 years. As a premier designer and manufacturer of both standard and custom telephone solutions, CEECO is dedicated to meeting customer's needs. Whether the application is **Emergency, Security, Weatherproof, Courtesy or Public Telephones**, CEECO remains committed to delivering high quality and proven technology to this broad range of applications. In order to provide effective solutions, CEECO stands strong in its ability to understand the unique requirements of its customers and the markets they serve. This understanding has allowed CEECO to develop a family of products that offers "off-the-shelf" solutions, customized options, or OEM designs to meet unique customer or application requirements. In addition to telephone solutions, CEECO manufactures and provides telephone equipment such as telephone kits, hook switches, dials, printed circuit boards, and keypads. Whatever the application may require, CEECO is prepared to offer affordable solutions that are "Built to Last", with customer support that lasts the life of the product! *CEECO is proud to manufacture our telephones in the USA.*

## Contact Us

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